

**CLAIMS**

Having thus described our invention, what we claim as new and desire to secure by Letters Patent is as follows:

- 1       1. A system for pervasive enablement of business processes, comprising:  
2               a workflow engine that executes a business process model;  
3               a context service that allows context-aware applications to obtain user  
4 context information;  
5               an interaction controller that receives specification of individual staff  
6 activities from the workflow engine, and upon receiving a staff activity  
7 specification, obtains context information of a partner instance from the  
8 context service to determine an appropriate collaboration modality for the  
9 partner instance, and forwards the engine responses from human partners back  
10 to the workflow engine, thereby handling individual interactions with human  
11 participants; and  
12               one or more modality adapters that encapsulate details of  
13 communicating with a specific collaboration modality.
- 1       2. The system in Claim 1, wherein the context service provides dynamic  
2 context information about human participants.
- 1       3. The system in Claim 2, wherein said dynamic context information includes  
2 a human participants' location, activity, connectivity and preferences.
- 1       4. The system of Claim 2, wherein the context service supports both  
2 synchronous query and asynchronous callback context functions.

1        5. The system in Claim 1, further comprising an address book that maps  
2        individual IDs to modality-specific addresses, the interaction controller  
3        accessing the address book to look up a modality-specific address.

1        6. The system in Claim 1, wherein the modality adapters include the adapters  
2        for instant messaging, email, e-meeting, discussion threads, phones, pagers,  
3        and other communication devices.

1        7. A method for pervasive enablement of business processes, comprising the  
2        steps of:  
3                executing a business process model;  
4                storing user context information;  
5                receiving specification of individual staff activities;  
6                obtaining context information of a partner instance from the context  
7        information to determine an appropriate collaboration modality for the partner  
8        instance;  
9                directing human tasks to one of a plurality of modality adapters, each  
10        of which is adapted to exchange data with said human participants in a  
11        modality-specific manner; and  
12                gathering responses from human participants via said modality  
13        adapter.

1        8. The method in Claim 7, further comprising the step of mapping individual  
2        IDs to modality-specific device addresses.

1        9. The method in Claim 7, wherein said directing step is based on an explicit  
2        command when instantiating the business process model.

1       10. The method in Claim 7, wherein said directing step is based on dynamic  
2       context information on said human participant.

1       11. The method in Claim 10, wherein said dynamic context information  
2       includes a human participants' location, activity, connectivity and  
3       preferences.

1       12. The system of Claim 10, wherein the directing step supports both  
2       synchronous query and asynchronous callback context functions.